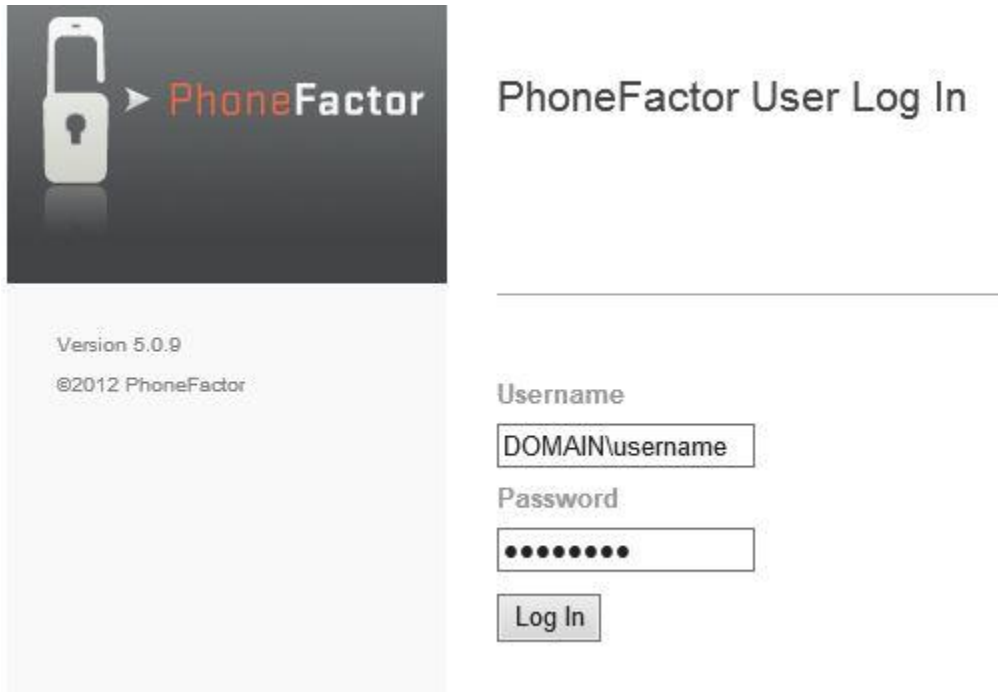# Instructions for Using the PhoneFactor User Portal

These instructions will walk you through the PhoneFactor enrollment and how to use the user portal.

After you have received your PhoneFactor enrollment email, please access the PhoneFactor User Portal at https://pfp.iot.in.gov/phonefactor, login with your username, in the form of DOMAIN\username, and password, and follow the instructions for enrolling your phone and answering your security questions.

Enrolling your phone in PhoneFactor

One you are logged into PhoneFactor for the first time, you will be prompted to enter your PhoneFactor phone numbers. Please use a phone number that you always keep with you as your primary number. A secondary number is optional.

After you enter your primary number, click on "Call Me Now to Authenticate". PhoneFactor will call your number. Please answer the call and when prompted, hit the "#" key on your phone.

See image on next page

PRIMARY

Phone

| United States & Canada +1 | ∨ | |

Extension

BACKUP

Phone

| United States & Canada +1 | ∨ | |

Extension

| Call Me Now to Authenticate | | Cancel |

NOTE: this call procedure is the same procedure that will be used when you attempt to make a remote access connection. **If you are not attempting to make a connection when you receive a PhoneFactor call, decline the request and call the IOT Helpdesk immediately.**

After you have authenticated, please choose and answer four security questions

Question 1

| What was your high school mascot? | ∨ |

Answer

Question 2

| What was your favorite pet's name? | ∨ |

Answer

Question 3

| What is your favorite movie? | ∨ |

Answer

Question 4

| What was your favorite teacher's name? | ∨ |

Answer

| Continue | Cancel |

After you have answered the questions, your enrollment is complete. Your user portal account allows you to request a one-time five minute bypass or change your phone number(s).

Welcome

Manage your PhoneFactor account by selecting an option below. Select the Help icon (top right) for assistance.

One-Time Bypass   Change Phone

To request a one-time bypass, click the "One-Time Bypass" link and then click "Confirm"

My Account: One-Time Bypass

Confirm one-time bypass to skip PhoneFactor authentication during your next sign on. The bypass is temporary.

Confirm

Back

To change your phone number(s), click the "Change Phone" link and repeat the process for enrolling a new phone number.

Be sure to click "Log Out" when you are finished with your user portal session.

Main | Log Out

Help

Welcome

Manage your PhoneFactor account by selecting an option below. Select the Help icon (top right) for assistance.

End of instructions